

TECC EARNs INTERNATIONAL AWARD FOR DISPATCH EXCELLENCE

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NORTH HARRIS COUNTY, TEXAS - May 16, 2022 — The Texas Emergency Communications Center (TECC) has been recognized by The International Academies of Emergency Dispatch®(IAEDTM) as an Accredited Center of Excellence (ACE) for emergency fire dispatching. TECC is the 64th fire ACE in the world.

IAED is the standard-setting organization for emergency dispatch services worldwide. Accreditation (and subsequent re-accreditation) from the IAED is the highest distinction given to emergency communication centers, certifying that the center is performing at or above the established standards for the

industry. Centers who earn ACE status are the embodiment of dispatch done right, and have demonstrated strong local oversight, rigorous quality processes, and a commitment to data-driven continuous improvement.

“Accreditation is a testament to the on-going commitment and high-quality work produced by our dispatchers every day,” said Lori Broadrick, TECC Executive Director. “Since opening our doors on September 2, 2021, the entire TECC team commits every day to ensure the citizens in North Harris County receive the best of the best when they dial 911 during a fire emergency. ACE validates that hard work.”

“Knowing that our dispatch center is ACE accredited means that this critical function is being performed consistently to the highest standards,” said Richard Lieder, TECC Board Member and Fire Chief of the Cypress Creek Fire Department. “Our dispatchers are the first, first responder and it is vitally important that the initial interaction with those seeking our services is done correctly 100% of the time. People ask, how do you know your dispatch center is being run properly? The answer is they are ACE accredited.”

“Accreditation is truly a pinnacle achievement”, said Christof Chwojka, Accreditation Board Chair at IAED. “We applaud the dedicated calltakers, dispatchers, and leadership team at TECC for their commitment to quality, and for meeting that high standard that few achieve. We know their community can count on these first, first responders to do an outstanding job.” IAED will present TECC with an Accreditation plaque that commemorates their achievement. IAED Accreditation is the culmination of a lengthy, arduous process that includes the completion of the 20 Points of Accreditation, a detailed evaluation of performance by industry experts, and a final review and ruling by IAED.

"This process is undertaken by communications centers who desire to be the best of the best." explains Kim Rigden, Associate Director of Accreditation, IAED. "Achieving ACE confirms it. TECC should be very proud of this achievement and the wonderful service they provide to the community and their emergency responders."

Accreditation is valid for a three-year period, during which all standards must be upheld. Emergency communication centers can earn multiple accreditations, one for each emergency discipline they service (medical, fire, police, and emergency nurse triage).

Over 3,500 emergency communication centers worldwide use the medical, fire, police, and emergency nurse triage protocols developed and maintained by the IAED. The protocol-based system—known as the Priority Dispatch System™—is recognized as the standard of care and practice for emergency dispatch, and is used in 46 countries.

About TECC

TECC is a non-profit corporation developed and funded by Harris County ESD No. 7 (Spring Fire Department), ESD No. 13 (Cypress Creek Fire Department), ESD No. 16 (Klein Fire Department), ESD No. 28 (Ponderosa Fire Department), and ESD No. 29 (Champions ESD) to dispatch fire, rescue, and emergency medical first responders.

About IAED

For more than 40 years, the IAED has been the standard-setting organization for emergency dispatch and response services worldwide, and is the leading body of emergency dispatch experts. We are a member-driven association working to serve the public through the professional development of dispatchers. Our various boards and councils work on behalf of the membership—and in coordination with other public safety organizations—to ensure that the comprehensive system of emergency dispatching is as safe, fast, effective, and up-to-date as possible.